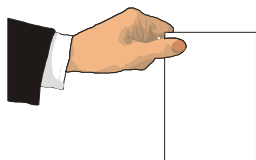


Spring 2003

Routing Slip

____ Managers
 ____ Supervisors
 ____ Mechanics
 ____ Drivers



Please share the **Passenger TransActions** with other members of your staff. Don't let it get buried on your desk.

FY 2003 Section 5309 Grant Application Submitted

The FY 2003 application for the Capital Investment Program (Section 5309) in the amount of \$5,168,246 was submitted to the Federal Transit Administration. This application is for the individual congressional earmarks received by nine agencies in the state.

The grant will fund 80 percent of a total estimated project cost of \$6,469,307 with MDOT providing the matching amount of \$1,292,062. The project allows the purchase of 24 buses and two vans, the purchase of miscellaneous maintenance and communication equipment, and the construction and renovation of four facilities.

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FTA Announces FY 2003 Federal Apportionments

The Omnibus Appropriations Bill "Consolidated Appropriations Resolution, 2003," (Pub. L. 108-7) was signed into law by President Bush on February 20, 2003. The bill includes the Department of Transportation and related agencies appropriations for fiscal year 2003, and provides FY 2003 appropriations for the Federal Transit Administration (FTA) transit assistance programs.

Michigan's apportionments, as published in the Federal Register, are as follows:

Capital Investment Program (Section 5309)

Ann Arbor Transportation Authority	\$245,920
Battle Creek	\$295,104
Bay Area Transportation Authority	\$491,839
Blue Water Area Transportation	\$983,679
Branch County Transit Authority	\$295,104
City of Alma	\$762,351
Detroit Department of Transportation ...	\$5,065,945
Flint Mass Transportation Authority	\$1,967,357
Grand Rapids	\$491,839

(continued on page 3)

Changes Made to Coach & Equipment Vehicles

To meet MDOT specifications, several changes were made on small cutaway buses produced under the state contract with Coach & Equipment. This is a direct result of feedback provided by transit agencies and shows how effective communication can hold vendors and manufacturers accountable for their products which ultimately leads to better quality transit vehicles in Michigan.

MDOT mailed a letter on March 27, 2003 to each transit agency that had taken delivery of a small cutaway bus from Coach and Equipment. The letter outlined Coach and Equipment's plan and commitment to resolve these issues. A summary of these changes can be found on the Passenger Transportation Division (PTD) Web page at www.michigan.gov/mdotptd. Click on "Vehicles & Technology" under "Resources." Then click on "Coach & Equipment Small Cutaway Bus Improvements/Corrections." If you have any questions, please contact Al Johnson at 517/335-2549 or e-mail: johnsonal@michigan.gov.

PTD Welcomes New Employees

Several new employees joined PTD in the last few months. The Transportation Services Section welcomed three new employees – Janet Geissler, Elaine Luo, and Fred Featherly. See the article on page 9 for information on these new employees, as well as the other employees in TSS's South Unit (formerly the Urban Unit).

The Program Administration Section welcomed Bonnie Jay. Bonnie is a program analyst in the Program Development Unit. She has 29 years of state service and previously worked in MDOT's Executive Office as assistant to the Chief Engineer and Deputy Director for Highways. Bonnie's areas of responsibility include: the statewide public transit strategic planning initiatives, the Job Access Reverse Commute Program, the bus charter regulation, the Regional Transportation Program, and the Michigan Transit Conference.



Bonnie Jay

PTD Launches Web-Based Manual

Sharon Edgar, PTD Administrator, in an e-mail to all transit agencies dated March 5, 2003 announced a new web-based "Reference Manual for Transit Agencies." This manual is aimed at assisting transit agencies in their interactions with PTD.

The manual includes requirements, regulations and deadlines applicable to recipients of state and federal funds. The manual is divided into seven sections: Accounting-Financial, Administration, Audits-Payments, Contracts-Checklists, Equipment-Facilities, Federal and Operations. The topics discussed in each section are listed alphabetically. You can access the manual from the PTD web page at www.michigan.gov/mdotptd. Click on "Reference Manual for Transit Agencies" under "Resources."

The manual will be regularly updated and expanded, so transit agencies are encouraged to check back occasionally to find out if any new items of interest have been posted. Transit agencies are also encouraged to make any comments on existing items or offer suggestions for future items that may be helpful to them on this Web page by contacting their Project Manager.

Any comments or questions regarding the contents or format of the manual should be directed to Julie Benvenuto at 517/335-2533, or e-mail at: benvenutoj@michigan.gov

Michigan Department of Transportation

Gloria Jeff, Director

Multi-Modal Transportation Services

Rob Abent, Bureau Director

Passenger Transportation Division

Sharon Edgar, Administrator

Transportation Commission

Ted B. Wahby, Chairman

Betty Jean Awrey, Vice Chairwoman

Lowell B. Jackson

John W. Garside

C. Robert Baillod

Robert G. Bender

FY 2003 Federal Apportionments *(continued from page 1)*

Capital Investment Program (Section 5309) (continued)

Ionina Dial-a-Ride	\$299,038
Jackson Transportation Authority	\$491,839
Kalamazoo Metro Transit	\$2,852,668
Lansing, CATA	\$983,679
Livingston Essential Transportation	\$216,409
Ludington Mass Transportation Authority ..	\$516,431
Marquette County Transit Authority ...	\$1,967,357
Michigan Statewide	\$983,679
Milan Public Transit	\$177,062
Saginaw Transit Authority	\$491,839
Suburban Mobility Authority for Regional Transportation (SMART)	\$3,442,875
Washtenaw County, Chelsea Area Transportation System (CATS)	\$259,691
Yates Township	\$442,655
Detroit Fixed Guideway	\$653,975

Elderly and Persons With Disabilities

Program (Section 5310)	\$2,922,516
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Nonurbanized Area Formula Program

(Section 5311)	\$8,956,820
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Rural Transit Assistance Program (RTAP)

(Section 5311 (b))	\$134,789
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Urbanized Area Formula Program (Section 5307)

Urban Areas Under 200,000 Population Battle Creek	\$747,224
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Urban Areas Under 200,000 Population (continued)

Bay City	\$760,832
Benton Harbor-St. Joseph	\$552,410
Elkhart	\$16,675
Holland	\$958,122
Jackson	\$868,519
Kalamazoo	\$1,873,468
Michigan City	\$4,454
Monroe	\$536,980
Muskegon	\$1,463,474
Port Huron	\$818,928
Saginaw	\$1,467,662
South Lyon-Howell-Brighton	\$881,209

Urban Areas over 200,000 Population

Detroit	\$35,425,897
Ann Arbor	\$4,239,452
Flint	\$5,678,001
Grand Rapids	\$6,330,568
Lansing	\$4,272,392

Planning

Metropolitan Planning Program

(Section 5303)	\$1,988,503
State Planning and Research Program (Section 5313 (b))	\$405,418

Job Access and Reverse Commute (Section 3037)

These funds have not been published in the Federal Register. However, based on language in the appropriations bill, Flint MTA will receive \$1,050,000 and Grand Rapids/Kent County will receive \$938,000.

Sign up to be a Mentor in the Transit Mentor Program

Need information on community development and relations, millages, marketing, and/or wellness programs? Don't know who to call to get the information?

Help is on the way! The Michigan Transit Training Network and PTD are developing a Transit Mentor Program (TMP). This Web-based program will identify individuals with expertise on given topics who agree to assist other Michigan transit agencies in their areas of expertise.

The first step in establishing the mentor program is to identify mentor candidates. A letter was mailed to all transit agencies in early April regarding the program and encouraged individuals to apply to be a mentor.

If you did not receive the letter and would like to be considered a mentor candidate, please contact Jill Adams for an application at 517/373-2051 or e-mail: adamsji@michigan.gov.

PTD Congratulates Two Heart O' Gold Winners

The Heart O' Gold Award is given to Michigan transit bus drivers and other transit agency staff for going beyond their job duties and is a way of rewarding them for a job well done. This award is a way of bringing attention to transit agency drivers and staff that are good Samaritans. We would like to continue giving out the Heart O' Gold Award, but we need you to recommend deserving individuals. Please call your project manager with your recommendations.

Transit Dispatcher's Actions Go Above and Beyond

The actions of a dispatcher for the city of Battle Creek Transit may have saved the life of a city resident.

Lavon Harrison, a 13-year-city employee, works as a dispatcher scheduling rides on the city's Tele-Transit Service van. The service provides door-to-door transportation and is used by nearly 3,000 residents.

On Saturday, February 1, 2003 a woman missed a routine appointment. On Monday, when Lavon Harrison reported to work, she noticed the missed appointment and grew concerned. She knew the woman relied on Tele-Transit for her regular dialysis appointments. She immediately called the woman's home and received no answer. She then called the medical care facility where the woman received dialysis. Their staff also tried to reach the woman by phone and when that failed, they called 911. The woman was found unconscious and was transported to the hospital, where she received medical care.

"Lavon loves her job and she is a very kind, caring person," said Fred Lyttle, her supervisor. "Her ability to work with the public is tremendous and even though we have gone from 300 customers to nearly 3,000 since November 2000, she hasn't lost that personal attention to our customers."

"The increase in customers is possible, in part, due to a powerful computer program that allows for sophisticated scheduling and dispatching of the Tele-Transit vehicles. But it is the ability to care for each other that makes the city of Battle Creek a special place," said City Manager George Strand, who sent a letter of commendation to Harrison. "I'm proud of the customer service we provide and Lavon's actions are an example of how important that attitude can be for our residents."



Gladwin City-County Salutes Team Work!

A passenger in distress called Gladwin City-County Transit and asked for a pick up of her two-year-old child, herself, and her luggage within a half hour. She requested that the bus take her as far south as it could go.

When the driver arrived, the passenger was crying and didn't know what to do. She said she had been hit by her boyfriend/husband and she was afraid to stay. She said she had come from Detroit and had no family here.

The bus driver, Robert Frear, told her we would try to help her. Dispatch called the Gladwin Shelter House and got an emergency number. The number was called and dispatch was told if Gladwin could get the passenger to Midland they would help her.

Dispatch contacted Midland County Connection to see if they would be able to meet the Gladwin bus and take the passenger and her child to the Midland Shelter House. They said they could have a bus there within half an hour if the Gladwin bus could wait for them. The buses made the connection within an hour of the passenger's call, taking her and her child to a safe place.

The Passenger TransActions is a quarterly news bulletin produced by the Michigan Department of Transportation, Passenger Transportation Division for the public transit providers in Michigan. Suggestions or comments may be sent to Jill Adams, MDOT/Passenger Transportation Division, P.O. Box 30050, Lansing, Michigan 48909, or call 517/373-2051 (e-mail: adamsji@michigan.gov). The Passenger TransActions is also available online at www.michigan.gov/mdotptd - latest issue under Publications. Alternative formats such as large print, braille, or audio-tape are available upon request by calling Stu Lindsay 517/335-2598 (E-mail lindsays@michigan.gov). Total quarterly cost to print 500 copies: \$72.75 (\$0.15 per copy). Printed color paper used in the preparation of this newsletter was purchased in bulk in FY 2001.

Around the State

Kalamazoo Metro Transit Dedicates Newly Expanded Facility

The city of Kalamazoo held a ceremony on March 20, 2003 to dedicate the remodeled and expanded metro transit administration facility at 530 N. Rose.

An additional 2,600 square feet of office and customer service space were created by the renovation and expansion project. The new lobby and entry will enable better quality customer service with more interior space for information, comfort and technology.

“The expansion will house the growth in employees we’ve seen recently,” said Transportation Director Bill Schomisch. “We’ve had to grow to keep up with the growth in our system. Ridership has increased 85 percent in the past seven years.”



Cutting the ribbon: Kalamazoo city officials (left to right) City Manager Pat DiGiovanni, Mayor Robert B. Jones, Commissioner Linda Teeter, and Kalamazoo Transit Authority Board of Directors Chairperson Richard Atwell.

The dedication celebrated the first renovation to the facility since it was built in 1978. The project also included the installation of 72,000 square feet of new roofing, re-surfacing of the

bus maintenance floor, and re-painting of the maintenance and bus storage areas.

Funding for the project was provided by a Federal Transit Administration (FTA) capital appropriation and a Michigan Department of Transportation match. Total cost for all projects undertaken was \$1,058,810.

The public was also invited to attend a grand re-opening celebration on March 21, 2003 marking the official re-opening of the facility to customers for purchasing bus passes and tokens since June 2002. More than 100 people attended the event.



Flint MTA announces New Your Ride Service Centers

The Flint Mass Transportation Authority has announced the construction of two new Your Ride (curb to curb) service centers. Plans are moving forward for the construction of the first two services centers that will be built in the Grand Blanc and Mt. Morris areas beginning in late summer 2003.

The new centers will contain a passenger service area and garage that will accommodate up to 11 vehicles. The new building will replace existing service centers currently operating in leased office spaces. The Grand Blanc site will include a driver training facility equipped with driver simulator units.

The Your Ride curb to curb service operates from 11 customer service centers located throughout the 636 square miles in Genesee County. Each service center has developed strong ties with the local community business stakeholders and customers.

Service center managers and their teams focus on providing high quality customer service in their areas. This brings the service to a more personal level where heightened communication and relationships with passengers are nurtured and maintained. Service center teams get to know their passengers through consistent scheduling procedures that place the same driver, vehicle and customers together on a reoccurring basis.

The Your Ride service has become a success story for the Mass Transportation Authority and the community residents who need and use the service. The construction of new service centers will allow the MTA to address the changing needs of the community and prepare for future growth.



“Providing the highest quality transportation services for economic benefit and improved quality of life.”

Around the State *(continued)*

CATA Receives \$1 Million in Federal Funds

U.S. Representative Mike Rogers presented a whopping \$1 million check (with the help of a forklift) to the Capital Area Transportation Authority (CATA) at a brief news conference on April 16. The ceremony took place at the CATA administrative facility in Lansing.



Left to right: CATA Board Vice-Chair R. John Strolle, CATA Executive Director Sandy Draggoo, and U.S. Representative Mike Rogers.

Representative Rogers's office was key in securing a \$1 million Section 5309 earmark in the FY 2003

Transportation budget. The money will be used in conjunction with other capital money to fund the first phase of

CATA's facility renovation – the maintenance expansion. The \$1 million will make the following possible:

- Add two work bays to accommodate the addition of four new 60-foot buses;
- Add a larger, centralized parts room;
- Increase tire and equipment storage capacity;
- Expand the bus wash area to accommodate 60-foot buses;
- Add a larger steam cleaning bay; and
- Add three more work bays for maintenance on smaller buses.



Left to right: CATA mechanic helper Art Stovall, 1st class mechanic Andy Hildebrandt, and Representative Rogers.

Since 1997, CATA's ridership has increased 110 percent. The \$1 million in funds will help CATA keep things rolling to meet booming customer needs.

MAX Installs Bike Racks to Meet Customers' Needs

The Macatawa Area Express (MAX) in Holland now offers bike racks for the use of its passengers. The racks allow passengers to bike to the bus stop, load their bike in the rack, and then disembark with their bike at their final destination. MAX's fixed routes combined with Holland's extensive bike trails allow passengers to bike and ride to almost any location within the greater Holland area.

"The bike racks provide passengers with the option of combining biking with the public bus transit system to reach destinations outside the MAX service area," said Linda LeFebre, MAX coordinator. "With the Holland area's extensive bike trails, MAX passengers can go virtually anywhere if they take their bike along with them on the bus. It's not only an environmentally-friendly mode of transportation, but it allows passengers to get some exercise and enjoy the fresh air."

For more information on the MAX transit system, call MAX at 616/355-1010 or visit its Web site at www.catchamax.org.

A New Look for PTD Advisory Teams

Membership on PTD Advisory Teams has been reconstituted. For a list of the members and team responsibilities, visit the PTD Web site at www.michigan.gov/mdotptd. Look under "Advisory Teams."

If you have questions regarding the teams, please contact the specific team leader. They are as follows:

Emerging Issues Team, Jean Ruestman 517/373-6625
Specialized Services Coordination Team, Angel Fandalian 517/335-2577

Training and Education Team, Jill Adams 517/373-2051
Vehicle and Equipment Team, Al Johnson 517/335-2549

FHWA Introduces Commuter Choice Primer

The Federal Highway Administration (FHWA) recently introduced a new publication, “Commuter Choice Primer: An Employer’s Guide to Implementing Effective Commuter Choice Programs,” and a complementary online design support system, “The Commuter Choice Decision Support System” (CCDSS).

For employers considering a commuter choice program, both the primer and the online support system are designed to help determine which measures might work best for their particular situation. The primer is a concise, user-friendly reference guide to developing and implementing a worksite program. These tools provide an overview of all four commuter choice categories for employers to consider.

Employers considering a commuter choice program for the first time will benefit the most from this guidance because it provides the basic concepts for each commuter choice, including examples and cost/benefit factors for various commute options. The CCDSS software walks the user through a series of questions about the worksite and employees. This information is then analyzed by the CCDSS to identify commute options that may be most appropriate for that specific employer based on the user’s input to specific questions.

The CCDSS and Commuter Choice Primer are primarily aimed at new employee transportation coordinators who are trying to develop or implement commuter choice programs. But it will also be of value to mid-level managers within human resources or comparable departments that are responsible for commute-related issues. In addition, these materials will help higher level management understand the concept of commuter choice, how it affects their employees, and their bottom line. For example, chief financial officers may be interested in how much a program may cost and what their return on investment may be.

The Commuter Choice Primer and the CCDSS are both available online. Visit the homepage of FHWA’s Office of Operations to view these new support tools (<http://ops.fhwa.dot.gov/>).



VPSI Wins EPA’s Clean Air Excellence Award

VPSI Commuter Vanpools, MDOT’s contractor for the MichiVan Commuter Vanpool Program, received a 2003 Clean Air Excellence Award for “Transportation Efficiency Innovation” from the Environmental Protection Agency (EPA). The Clean Air Excellence Awards Program, established at the recommendation of the Clean Air Act Advisory Committee, annually recognizes and honors outstanding, innovative efforts that make progress in achieving cleaner air.

VPSI has provided commuters with a viable, cost-effective commuting alternative for over 25 years nationwide, including Michigan. VPSI vanpools provide over 30,000 commuters daily with a way to contribute to improving air quality, while minimizing traffic congestion. With over 3,500 vehicles in service nationwide and in Europe, VPSI has created a sustainable program with continuous and replicable air quality benefits.

Coordination At Its Best!

During the week of April 21-26, MichiVan Commuter Vanpools, in coordination with the Southeast Michigan Council of Governments (SEMCOG), offered a **free** ride on a MichiVan Commuter Vanpool for Detroit Medical Center employees who met the following criteria: a resident of Wixom, Novi, Livonia, Farmington, Farmington Hills, Northville, Plymouth, or Canton; work hours of 8:00 a.m. to 4:30 p.m.; and willing to ride three days out of the week.

Niaya Staples of MichiVan and Donna Norfleet of SEMCOG served as the designated primary drivers for the entire week. Participants received a **free** ride to and from work. The pick up points were Novi Town Center (I-96 & Novi Road) and Ford Athletic Field (I-96 & Stark Road). Up to 12 seats were available on a first come, first served basis.

The overall goal of the marketing technique was to hand the keys off to the group so they could begin vanpooling on their own. MichiVan and SEMCOG wanted to give the group a taste of a fun and exciting ridesharing experience! The effort was a success! After the first week, employees decided to keep on going. The Detroit Medical Center is encouraging vanpools by offering groups the option to select a reserved parking spot of their choice.

Training News

Transit Vehicle and Equipment Seminar Ready to Roll in June!

Mark your calendar for the 26th annual Transit Vehicle and Equipment Seminar, June 11-13, 2003. Workshops this year will include a Section 609 air conditioning certification.

If you did not receive a registration packet, please contact Jill Adams at 517/373-2051, e-mail: adamsji@michigan.gov. See you at the seminar in June!

Flint Hosts NTI Trainings

Flint MTA is hosting two National Transit Institute trainings in the Fall of 2003. Both of these trainings are provided free of charge to public sector staffs engaged in the provision of mass transit services.

September 8, 2003: System Security Awareness - Train the Trainer. This course is designed for front-line employees and supervisors who have direct contact with the public. The course covers skill sets for observing, determining, and reporting activities, packages and substances that are suspicious or out-of-place.

September 9, 2003: Violence in the Workplace - Prevention, Response, and Recovery - Train the Trainer. This course will provide participants with knowledge and skills to prevent, respond to, and recover from workplace violence. Prevention methods include implementing system and personal security measures, recognizing and reporting the warning signs of potentially violent behavior and using effective interpersonal skills for dealing with different, difficult, and dangerous people. Response strategies focus on self-preservation and the importance of accurate reporting. The recover module addresses the stress associated with workplace violence and what employees can do to address the impact of it on themselves and co-workers.

Times for both training sessions are 8:30 a.m. to 4:30 p.m. For registration information, contact Sybil Ford at 810/767-6950, ext. 120 or e-mail: sford@mtaflint.org.

Michigan Small Bus Rodeo Rolls into Midland in July!

Are you ready to see those pesky orange cones? Mark your calendar for Wednesday, July 16, 2003 for the Michigan Small Bus Rodeo. The Valley Plaza Resort in Midland is where Bully will be waiting to take on all drivers who think they can tame him.

Remember, the top three drivers (individual) will get to go to Seattle in 2004 to compete in the national CTAA rodeo. Be sure to study your Michigan Commercial Drivers License Manual, the "What Every Driver Must Know" manual, and the Michigan Vehicle Code. All the questions for the written test are taken from these three books. Study hard!



Rodeo information was mailed in early May. Contact Lisa Lubahn at 517/241-1893 or lubahnl@michigan.gov. See you in Midland!

Plans Underway for Drug and Alcohol Training

We recently sent an e-mail asking agencies what type of drug and alcohol training they need the most. Responses were received from 35 agencies across the state. The type of training needed varied a great deal, so we've decided to try and accommodate everyone's needs by offering three 3-day training sessions in several areas of the state. Each 3-day training will cover the following:

- Module 1: Substance Abuse Management Training (approximately 12 hours)
- Module 2: Prescription and Over-The-Counter Medication (approximately 2 hours)
- Module 3: Post-Accident Drug and Alcohol Testing (approximately 2 hours)
- Module 4: Reasonable Suspicion Train-the-Trainer Workshop (approximately 8 hours).

We will establish start and end times for each of the modules so that attendees can choose to attend part or all of the training. We are currently working on getting specific dates and locations for these trainings, and we will let you know as soon as we have them.

The South Unit Welcomes New Faces and Gets a New Name

It's been a challenging year. But with four new project managers and a new name, the former Urban Unit is looking forward to helping Michigan's transit agencies provide quality service. Since the unit now monitors federal and state compliance in 20 urban and 30 non-urban public transit systems, as well as oversees the intercity service and capital programs, it was clear that the title "Urban Unit" no longer adequately described the activities of the unit. So, the unit's name was changed to "South Unit."

The South Unit's geographic area covers nearly 38% of Michigan's counties, ranging from Huron County, south to the state line, and west across the state to Berrien County. Combined, the area contains 80% of the state's 7,661,699 transit service population and provides service to over 88% of the state's 88,604,228 regular service public transit passengers. Intercity bus carriers provide service to 144 Michigan communities and annually carry 834,000 passengers more than 4.1 million miles.

The South Unit's supervisor is **Wynell Brush**, who has worked with MDOT for over 20 years. She has experience in planning and freight systems prior to becoming this unit's supervisor. Wynell may be contacted at 517/335-2594 or by e-mail: brushw@michigan.gov.

Yi Ling (Elaine) Luo has worked at MDOT for almost five years with extensive responsibilities in MDOT contracting and finance processes. Elaine is the new project manager for the agencies in Berrien, Cass, Van Buren, Kalamazoo, St. Joseph, Branch, and Calhoun counties. Elaine may be contacted at 517/335-2552 or by e-mail: luoy@michigan.gov.

Janet Geissler joins the unit from the Lansing State Journal where she worked for 19 years. Her professional experience in communication provides a unique blending of management, customer service, and business process skills. Janet is the new project manager for agencies in Clinton, Eaton, Ingham, Jackson, Hillsdale and Lenawee counties. Janet may be contacted at 517/373-7134 or by e-mail: geisslerj@michigan.gov.

Fred Featherly joins the unit from the private sector where he has 16 years of extensive customer service experience in business management. He was the general manager of Abrams Aerial Survey. Fred is the new project manager for agencies in Arenac, Bay, Huron, Tuscola, Sanilac, Saginaw, Midland, and Gratiot counties. Fred may be contacted at 517/373-0386 or by e-mail: Featherlyf@michigan.gov.



The South Unit (left to right): Front row: Forest Kraus, Wynell Brush, Elaine Luo, and Janet Geissler. Back row: Vince Ranger, Fred Featherly, and Tom Jackson.

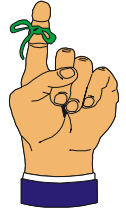
Tom Jackson is the senior project manager with almost 25 years MDOT experience. His public transit career boasts the startup of over 20 transit systems. He is a licensed Steven Covey trainer and a group facilitator for MDOT. Tom continues to be a project manager for agencies in Shiawassee, Genesee, Lapeer, Livingston, and Washtenaw counties. Tom may be contacted at 517/335-2539 or by e-mail: jacksont@michigan.gov.

Vince Ranger joined the unit in 1998 from MDOT's Bureau of Transportation Planning where he assisted in developing MDOT's business plan. Assigned to an office at the MDOT metro regional facility, Vince is project manager for agencies in the southeast Michigan counties of St. Clair, Macomb, Oakland, Monroe, and Wayne. Vince may be contacted at 248/483-5130 or by e-mail: rangerv@michigan.gov.

Forest Kraus provides oversight of the intercity service development program, and terminal and capital programs. This position is statewide covering over 144 communities throughout Michigan. Forest may be contacted at 517/335-2572 or by e-mail: krausf2@michigan.gov.

"The combination of the six project managers in this unit provides a wealth of knowledge and experience in both public and private business," Wynell said. "All of us appreciate the importance of customer service and are committed to helping Michigan's public transit and intercity agencies provide quality, essential service to our millions of passengers."

Dates to Remember



Passenger Assistance: Certified Basics for Trainers
June 2-4, 2003: Milwaukee, WI
July 2-4, 2003: Milwaukee, WI
University of Wisconsin-Milwaukee Center
414/227-3181

Train-the-Transit Trainer
June 5-6, 2003: Milwaukee, WI
University of Wisconsin-Milwaukee Center
414/227-3181

Financial Management Oversight Seminar
June 11-12, 2003: Chicago, IL
FTA 202/366-1631

Michigan Transit Vehicle and Equipment
Seminar
June 11-13, 2003: Higgins Lake, MI
Jill Adams 517/373-2051

Efficiencies in Paratransit Scheduling and
Dispatching
June 23-24, 2003: Milwaukee, WI
University of Wisconsin-Milwaukee
414/227-3181

Who Moved My Cheese
June 25, 2003: Brighton, MI
Association for Commuter Transportation
-Michigan Chapter
Mary Ann Young 616/774-1167

Michigan Small Bus Rodeo
July 16, 2003: Midland, MI
Lisa Lubahn 517/241-1893

Transit Board Members Seminar and Board
Support Workshop
July 20-23, 2003: Baltimore, MD
APTA 202/496-4853

Instructor's Course in Bus Operator Training
July 21-24, 2003: Kenosha, WI
FTA/TSI 405/954-3682

System Security Awareness for Transit Employees
and Security Incident Management for Transit
Supervisors
July 22, 2003: Columbus, OH
NTI 732/932-1700

Managing Disruptive Customers
July 29, 2003: Mt. Pleasant Holiday Inn
MASSTrans, Vance Edwards 231/775-9411
(The training will include roleplaying and will be
an interactive training session.)

NTI System Security Awareness
September 8, 2003: Flint, MI (Flint MTA)
Sybil Ford 810/767-6950, ext. 120

NTI Workplace Violence: Prevention, Response
and Recovery
September 9, 2003: Flint, MI (Flint MTA)
Sybil Ford 810/767-6950, ext. 120

Association for Commuter Transportation
- International Conference
September 14-17, 2003: Salt Lake City, UT

Michigan Transit Conference
October 28-29, 2003: Grand Rapids, MI
Bonnie Jay 517/373-7645